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INTRODUCTION:

Reward :

In a simple way reward is to give money or another kind of payment to someone for something good that has been done.

Reward is concerned with the development of appropriate organizational cultures, underpinning core values and increasing the motivation and commitment of employees.

Reward is not only about money, it is also concerned with intrinsic, as well as extrinsic motivation; with non-financial, as well as financial rewards.

Reward Management:

Reward Management is a systematic process of formulation and implementation of strategies and policies, programmes that aim to reward people properly, fairly and equitably and consistently with their value to the organization.

The design and operation of reward management processes and practices should start from an understanding of the implications of the psychological contract concept, motivation theory an the factors affecting pay levels. But it must focus on the needs of the organization and the people who work in it. These needs are most likely to be met if reward processes are based on an articulated and integrated approach to the development of a frame work of reward philosophies, strategies and policies that will support the achievement of the organization's business strategies, as well as acting as levers for change.

Organizational Performance :

Organization means a group of people with a said purpose and performance is a process of performing a task seen in term of how successfully it is performed.

So, the organization performance relates to how successfully an organized group of people with a particular purpose perform a function.

Objective of the Reward Programmes :

1. To attract qualified people.

2. To keep employees coming to work.

3. To motivate employees to attain high level of performance.

4. Help to achieve the goal of organization.

Types of Rewards

Corporate rewards influence the behavior of employees through internal impact on the organization and external impact on the organization. It means reward serves internal and external purposes of organization.

Following is the different type of reward according to the category :

1. Intrinsic Rewards

Reward aims to enhance job performance, to retain valuable employees and develop corporate unit. Internal purpose is served with intrinsic rewards. Intrinsic rewards are associated with job itself. Internal rewards are tied up directly with behavior and performance.

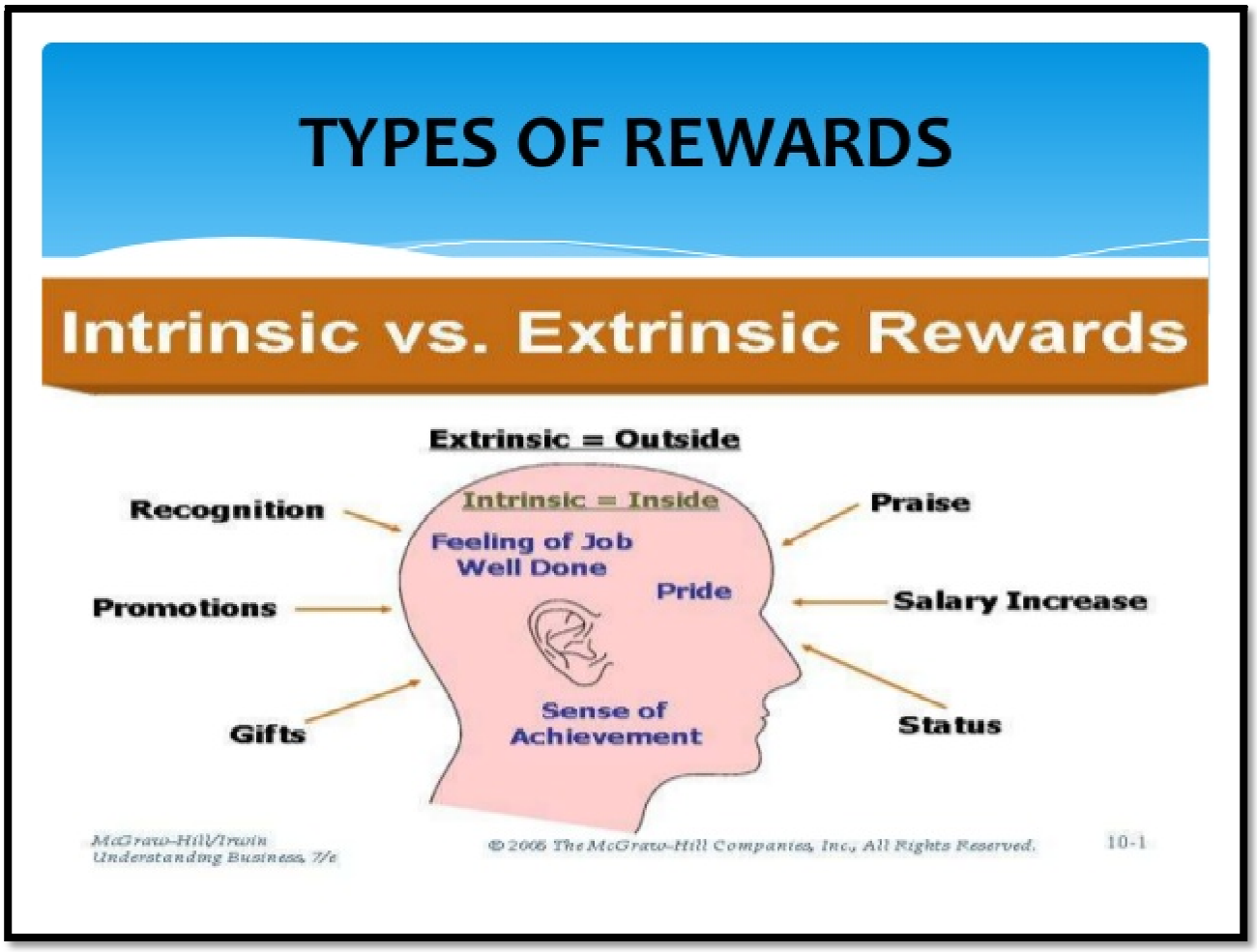
- Recognition
- Trust
- Relationship
- Empowerment

2. Extrinsic Reward

External purposes are served mainly with extrinsic reward. The rewards are not associated with the work itself but are influenced by co-workers, informal groups and other organizations. The extrinsic rewards include salary, bonus, fringe benefits, profit sharing and incentive plans.

Rewards can also be classified into financial and non-financial rewards.

- Bonuses
- Salary raise
- Gifts
- Promotion



Source- www.slideshare.net

3. Monetary Rewards

Monetary rewards can be financial directly or indirectly. The employees can get directly monetary reward such as wages, bonuses and profit sharing. They can also get indirectly supportive benefits such as pension plans, paid vacations, paid sick leaves and purchase

discounts. Employees are more motivated by monetary rewards as money being a strong motivator for them

4. Non Monetary Rewards

Non monetary rewards such as having lunch with the boss of the company or preferred lunch hours, receiving the office furnishing, having a change to work with congenial colleagues, and achieving a desired work assignments or an assignments where the worker can operate without close supervision. Non-monetary rewards can help to build feelings of confidence and satisfaction in the employees.

MONETARY	NON-MONETARY
Salary	Promotion
Commission / Incentive	Sense of accomplishment
Bonus	Personal growth opportunities
Fringe benefit	Recognition
Combination	Job Security
Sales Contests	Sales meeting
	Sales Training Programmes
	Job Enrichment
	Supervision
	Appreciation

Source- www.slideshare.net

Overview of Hotel Industry:

Before independence all the hotels in india were owned by British or Swiss except one i.e Taj Mahal Hotel in Mumbai. which was build by Jamshed ji Nauro ji Tata in 1903.

But in 1951, after independence the govt of india recognised the importance of tourism sector and for this purpose the ITDC (Indian Tourism Development Corporation) and PSU (Public Sector Undertaking) were established. After this lot of significant development and changes are comes in this sector in india.

CLASSIFICATION OF HOTELS ON THE BASIS OF STAR SYSTEM
THE STAR CATEGORY TO THE HOTELS ARE GIVEN BY THE COMMITTEE CALLED "HOTELS AND RESTAURANTS APPROVAL AND CLASSIFICATION COMMITTEE (HRACC)".
ONE STAR
TWO STAR
THREE STAR
FOUR STAR
FIVE STAR
FIVE STAR DELUXE
FIVE STAR SUPER DELUXE

Source- www.slideshare.net

Five Star Deluxe Hotels :

Property that luxury across all over of operation that provide extensive range of facilities and comprehensive or highly personalised services. These hotels deal their guests with the high level of comfort and best services.

Importance of Reward Management System for Hotel Industry:

1. Retain Employees

2. Attract New Employees

3. Build loyalty and honesty

4. Create a healthy work environment

Review of Literature

S.No.	Author Name	Year	Topic	Objectives	Methodology	Conclusion	Research Gap
1	Chatterjee and Chattopadhyay, Manaswani	2015	The impact of motivational factors on job satisfaction of public and private sector bank employees	To assess motivational factors of job satisfaction.	Pearson Correlation and One Way ANOVA	It was concluded that there was a significant difference between public & private sector bank employees regarding their perception of motivational factors (intrinsic & extrinsic) & job satisfaction.	The study is based on banking sector and Job performance only.
2	Pal and Saxena	2015	Effect Of Reward Management On Employee Performance In Corporate Sector-A Review	To find out the reasons behind the high attrition rate in employees	Simple Random sampling, regression analysis	The workers reward package matters a lot and should be a concern of both the employers and employees.	Only management perspectives
3	Jayarathna S.	2014	Impact of Reward Management and Decision Making on Job Satisfaction: Case of Sri Lanka	To study the impact of reward management system,recognition of the employee and creativity.	Simple random sampling, correlation, regression analysis	There is an impact of reward management, decision making on job satisfaction of the employees of the public banks in western province in Sri Lanka.	Focus on job satisfaction only
4	Bhasakr, and Prakash, Rakjkumar	2014	A Study on the Impact of Rewards and Recognition on Employee Motivation	To understand the impact of reward on employees performance.	Descriptive research design, convenient sampling, Regression analysis	The research study has shown that managers can employ different strategies to motivate employees, but that it is important that managers keep in mind that different strategies would have a different motivational impact on different people.	Only employee performance

5	Gupta, Manisha	2014	Employees' satisfaction towards monetary Compensation practices	To find out the relationship between monetary benefits and satisfaction.	Simple Random sampling	The results suggest that the factors that affect the employee's satisfaction and that the policy makers and managers should focus on the factors that affect employee job satisfaction, if they want to enhance their businesses.	Some factors defines relationship
6	Soni, Harvinder and Rawal, Yashwant Singh	2014	Attrition in Hotel Industry: A Comparative Study of Chain and Non-chain Hotels in Udaipur	To find out for retaining its high performers.	Simple Random sampling, Z test	The various factors which are affecting high attrition	Only on B category hotels of Udaipur
7	Mohan, Deepa and Sudershan, N	2014	Studies on Assessment of Parameters Influencing Employee Performance: A Review	Attempts to compile some of the notable contributions in the area	Convenienc e sampling method	The implementation of organizational development programmes that will ensure sustainment of employee productivity	Stress management practices
8	Khalid, Khalizani and Salim M. Hanisha	2014	The Impact of Rewards and Motivation on Job Satisfaction in Water Utility Industry	To determine the kind of relationship that exists between levels of motivation and job satisfaction	Simple Random sampling, Regression Model	That job satisfaction is an important motivator for employee's performance.	Only for service industry
9	Usha and Eshwar	2014	Rewards, Motivation and Job Satisfaction of Employees in Commercial Banks- An Investigative Analysis	To examine the levels of satisfaction or dissatisfaction	Simple Random sampling	That the degree of rewards, motivation and job satisfaction of employees has a strong relationship	Only Chennai employees focused

10	Ayesha BinteSafiullah	2014	Impact of Rewards on Employee Motivation of the Telecommunicati on Industry of Bangladesh: An Empirical Study	To study the impact of rewards on employees	Simple Random sampling	It can be inferred that it is not just one factor, for example it is not just monetary rewards which motivate an employee, though monetary	Only some factors has considered
11	Peshave, Milind A and Gujarathi, Rajashree	2014	Impact of Employment Practices Adopted By Hotels on Productivity of Its Employees	Exploring the Productivity Management System adopted by the hotels	Simple Random sampling	Almost everyone in the hotel industry agrees to the fact that the employment practices followed by the hotels have an impact of the productivity of its employees	Production management system is focused only
12	Sharma, Renu	2013	The Impact of various components of Compensation on the Motivation level of Employees – A comparative study of selected Indian Public and Private sector Banks	Study of affecting interns' towards compensation and job performance	Convenient Sampling, Student's t-test and ANOVA method	The difference in perception in regard to other components being important factors influencing the motivation levels can be attributed to their working environment.	Only intern's job satisfaction
13	P, Usha	2013	Human Resource Practices in Hotel Industry in Selected Country	The importance of tourism and hospitality as an employment sector	Simple Random sampling	There is a need to examine differing practices and try to understand why these differences might exist	Comparative study of selected country
14	Pal, Mahender	2013	Employees' reward management Practices in corporate sector	To find out the impact of reward management practices in corporate sector	Simple Random sampling	There is a variation in implementing the Employees Rewards management practices in different areas.	Specifically reward management programmes

15	Peshave, Milind A. and Gujarathi,Rajashree	2013	A study of Employee productivity management system adopted by the Hotel Industry with special reference to Hyderabad &Bangalore cities	Identify the challenges in measuring productivity in the Hotels	Simple Random sampling	The issue related to employee productivity and most of the hotels have the Productivity Management System in place	Study is based only Hyderabad & Bangalore cities.
16	Marlisa Abdul Rahim & Wan Norhayate Wan Daud	2012	A Proposed Conceptual Framework for Rewards and Motivation among Administrators of Higher Educational Provider in Malaysia	To define the term reward management with employee engagement	Secondary data, regression model using SPSS	The study attempts to examine the relationship between extrinsic and intrinsic rewards with motivation among administrators.	Only two factors of employee engagement
17	Sandiyan, P.R.,Mukherjee Mousumi,Dey, Amitabh and Mitra Manojit	2012	Effect of Remuneration and Rewards on Employee Motivation - A Study of Selected Hotels in West Bangal	Analyzing and comparing the Productivity Management System adopted and implemented by the hotel industry	Simple Random sampling	The industry is concerned with the issues related to employee productivity, the implementation of the productivity management system is not very effective.	Only management parameters of reward management
18	Sageer, Alam, Agarwal, Puja and Sameena Rafat	2012	Identification of Variables Affecting Employee Satisfaction and Their Impact on the Organization	To find out the main variables of job evaluation	Simple Random sampling	Strengthen the work environment and increase the employee morale and employee satisfaction to enhance employee performance and productivity	Highlight only personal factors of employees

19	Pathak, Deepti	2012	Role of Perceived Organisational Support on Stress-satisfaction Relationship: An Empirical Study	The importance of providing stress free environment to employees in order to foster their levels of job satisfaction & commitment to the organization	Simple Random sampling and correlation analysis	Measures with few items are more prone to unreliability than summated measures with greater no. of items	Stress-satisfaction only
20	Sandilyan P.R., Mukherjee Mosumi, Dey Amitabh, Mitra Manojit	2012	Effect Of Remuneration And Rewards On Employee Motivation- A Study Of Selected Hotels In West Bengal	To find out the parameters of employees motivation.	The two way ANOVA test is apply for the research test	It was established that both genders had equal scope for performance and growth.	Need for additional research, focus on limited area
21	Puwanenthiren Pratheepkanth	2011	Reward system and its impact on employee motivation in Commercial bank	To ensure the relationship between the factors in the reward management and employee satisfaction	Simple Random sampling, regression model,T test , F test	Higher performance consistency achieved, Cooperation, Willingness of responsibility, Challenging work, Growth in job, are found to be the determining factors that influence employee's	Other factors also affects motivation
22	Garg, Pankaj and Kumar, Navdeep	2011	Impact of motivational factors on employee's job satisfaction- A study on Some selected organization in Punjab, India	The importance of motivational factors in the organizational setting is undeniable	Simple Random sampling	It is observed that there is direct and positive relationship between motivational factors and employee job satisfaction.	Motivational factors

23	Singh, S K and Tiwari Vivek	2011	Relationship Between Motivation and Job Satisfaction of the White CollerEmployees: A Case Study	To study the relationship between Motivation and Job Satisfaction	Stratified convenience sampling	The level of Motivation among workers who are above the age of 45 years is low, though the reasons for that are not known still organization should focus its attention on that and must find out the reasons and do the needful.	Motivation as a main factor
24	Bagri, S C, et.al.	2011	Human Capital Decisions and Employee Satisfaction at Selected Hotels in India	To focus on the relationship between the mediating variables of motivation, attitudes, perception and their effect on employee satisfaction.	Simple Random sampling	When wages are perceived by workers to fall short of their expectations, employee satisfaction will be difficult to achieve.	Highlight human capital in Kumaon region only
25	Jha, Sumit	2004	Determinants of Delegation: A Study in Five Star Hotels	To measures the influence of job characteristics and superior-subordinate relationship	Random sampling	Superiors should have continually evolving relationship with their subordinates so that delegated tasks can effectively result into successful outcome.	Based on the Mumbai only
26	Ibrahim A, Thomas Mayendesifema , Stella Buteeme, Muhammadi Lubga	2013	Reward Management and Organizational Performance: An Empirical study of private university in Uganda	To know the impact of monetary and non monetary reward on organizational performance in university of Uganda	Cross Sectional study, Pearson, product movement correlation coefficient and regression methods	Statistically significant link between both monetary and non monetary reward and performance of organization	Data collected only from University so finding are limited to sample studied

27	Mehmood Sufyan, Dr. Muhammad Ramzan, Akbar Muhammad Tahir	2013	Managing Performance through Reward System	To understand the current need of organization and its employees, to know the reason of their low productivity behavior	Descriptive research design and exploratory research design use for study	Finding showed that the most employee were dissatisfied with the incentive plan safety standard of the organization.	The research area is very limited , not focused on other factor of related area.
28	Aslam Ayesha, Ghaffar Amana, Talha Tahleel, Mushtaq Hina	2015	Impact of compensation and reward system on the performance of an organization: An empirical study on banking sector of Pakistan	To find out the relation between reward, compensation and employee performance in banking sector	Test used for analysis is SPSS	Study shows that reward effect directly on the performance of employee.	Study only based on Banking Sector. Only few variables are focused in the study.
29	Muogbo U.S.	2013	The impact of employee motivation on organizational performance (A study of some selected firms in Anambra State Nigeria)	To determine the factor tha increase motivation of employees in an organization and examine the effect of motivation on organizational performance	Descriptive statics (mean and percentage) spearman correlation, coefficient	Extrinsic motivation given to workers in an organization has a significant influence on the workers performance	The research focused only on extrinsic motivation factor so other factor are ignore. Study is focused on limited area.
30	Yasmeen Robina, Farooq Umar, Asghar Fahad	2013	Impact of Rewards on organizational performance: Empirical Evidence from telecom sector	The purpose of the study to explore the impact of rewards of salary, bonus, promotion, appreciation and recognition on organization performance	Cronbach's analysis, correlation analysis, coefficient analysis conducted to test the hypotheses	Findings are showed that strongest and highly significant relationship exists between appreciation, recognition and reward	The study focused on limited area.

Book Review

Name of Book	Human Resource Management For the Hospitality and Tourism Business
Author	Dennis Nickson
Publisher	Elsevier Limited, USA
Publish Date	2007
ISBN	9780750665728

Contents of the Book

Chapter 1 **An introduction**

Chapter 2 **International human resource management**

Chapter 3 **Organizational culture**

Chapter 4 **Labour markets**

Chapter 5 **Recruitment and selection**

Chapter 6 **Equal opportunities and managing diversity**

Chapter 7 **Training and development**

Chapter 8 **Performance management and performance appraisal**

Chapter 9 **Reward strategies in the tourism and hospitality**

Chapter 10 **Employee relations, involvement and participation**

Chapter 11 **Welfare, health and safety**

Chapter 12 **Grievance and disciplinary procedures**

Chapter 13 **Concluding comments**

Chapter 1 An introduction

This chapter sets the scene for the book. It considers the nature of the tourism and hospitality industry and some of the approaches to managing people adopted by organizations and how these approaches can vary.

Chapter 2 International human resource management

As tourism and hospitality organizations increasingly internationalize they face a number of challenges in managing their human resources. This chapter considers challenge such as nature of international human resource management (IHRM), different strategic dispositions to internationalization, appreciate the importance of a multinational company's (MNC's) country-of-origin and the effects of host countries on HRM policy and practice and assess challenges facing MNCs operating in the tourism and hospitality industry in attempting to transfer HRM practices across national boundaries.

Chapter 3 Organizational culture

This chapter considers the increasing importance of organizational culture to tourism and hospitality organizations. The objectives of this chapter are to assess debates about the manageability of culture and to consider the various aspects of organizational culture.

Chapter 4 Labour markets

This chapter considers the nature of labour markets in the tourism and hospitality industry. Specifically, the objectives are to appreciate the different levels of analysis in understanding labour markets and to understand the particular sectoral characteristics that determine the tourism and hospitality labour market.

Chapter 5 Recruitment and selection

This chapter addresses recruitment and selection in the tourism and hospitality industry. In particular the chapter aims are to understand the differences between, yet complementary nature of, recruitment and selection, to appreciate the importance of job descriptions and person specifications/competency profiles in recruitment and selection, and to recognize the type of people and skills that tourism and hospitality organizations are seeking.

Chapter 6 Equal opportunities and managing diversity

This chapter reviews the nature of equal opportunities and managing diversity in the tourism and hospitality industry. The main objectives of this chapter are to appreciate the differing aspects which drive approaches to equality and diversity, consider the employment experience of socially defined minority groups. And it discuss the role of legislation in attempting to create greater equality.

Chapter 7 Training and development

This chapter considers the key role of training and development in tourism and hospitality organizations. The chapter aims to distinguish the different levels of analysis to understand approaches to training and development.

Chapter 8 Performance management and performance appraisal

This chapter discusses performance management and performance appraisal. Specifically, the aims of the chapter are to appreciate the difference between performance management and performance appraisal, to consider challenges facing tourism and hospitality managers in operationalizing performance appraisal schemes and to explore the differences between evaluative and developmental aspects of performance appraisal.

Chapter 9 Reward strategies in the tourism and hospitality

This chapter considers reward strategies in the tourism and hospitality industry. Specifically this chapter reviews review differing employer and employee objectives with regard to pay.

Chapter 10 Employee relations, involvement and participation

This chapter considers the notions of employee relations, employee involvement and employee participation to review the extent to which employees may influence managerial decision-making. In particular, the chapter aims to recognize debates about employee/industrial relations.

Chapter 11 Welfare, health and safety

This chapter considers the range of issues concerned with the development of welfare policies in tourism and hospitality. Recognizing the ethical, legal and business aspects of welfare this chapter aims to appreciate the differing rationales for developing welfare policy, consider the balance between the public and private life of organizational members.

Chapter 12 Grievance and disciplinary procedures

This chapter examines the importance of rules and regulations in the employment relationship, focusing on grievance and disciplinary procedures. Specifically, the chapter aims to consider the complementary nature of grievance and disciplinary procedures.

One of the most useful aspects of this book is that each section is based on legal HR issues. From the hiring process forward, each section includes information on Canadian and U.S. legal guidelines, helping employers manage their employees – legally. For example, in one section, the author outlines prohibited areas of pre-employment questioning. In another, the need to have employees signs an acknowledgement stating they have read the employee handbook is explained.

Another useful aspect of this book is the various templates included, such as the letter confirming employment, personnel record, non-disclosure and non-competition covenant, disciplinary warning letter and dismissal letter. In all, there are 22 templates; however, including a number of

variations for each topic in an appendix would have been even more valuable. Nonetheless, further templates are available to employers that decide to purchase the companion to the book, Human Resources Forms and Disks.

The HR Book addressed both Canadian and U.S. employers, where different laws affect employers depending on their location. Due to these variations, each sample contract should have included information on which local and regional laws that were taken into account when each sample contract had been drafted. This would have helped employers understand whether they could use the templates in their location.

Overall, The HR Book is an excellent resource that is designed to help employers hire and manage their employees in hotel industry.

Research Gap

Research is an endless process. It requires revision time to time. Past research is a basic tool for the purpose of study. For this purpose it is essential that the researcher must read all the relevant research in related topic and then after the new topic of the research will be select. After examine the literature on reward management which include extrinsic and intrinsic rewards and its impact on organization in national and international context. I found these research gaps:

1. The past studies shown that the policies of rewards payable are structured on top level of management based on their perception without consulting the employees at the lower level. So this study highlighted the facing problems in hotel industry.

2. Another problem of the reward management system is the profit sharing incentive is not too much popular in Indian economics, due to some improper measurement.

3. During the period of review of articles, I also found that the statistical tools were not used properly on the reward management in organization.

4. The review showed that an organization need to made a focused on their reward policies and try to increase the satisfaction level of employees that help to increase the performance of organization.

5. The past studies did not examine in detail the impact of extrinsic and intrinsic rewards on organization performance in five star hotel industry of Jaipur city. The other aspects also causes for the selection of this topic. The study was not related in Rajasthan region. Therefore, these are the main causes for selecting this topic for Ph. D research.

Justification and Relevance

In today's innovative world it becomes very essential for every organisation to adopt reward management system. Reward management play a vital role in motivating employees and increasing organisational productivity and reduce employee turnover. Reward management and employees becomes the backbone of every organisation and helps in implementing changes.
After reviewing the research papers it has been observed that the studies relating to reward management are very rare in Hotel Industry in Rajasthan.

In this backdrop I have opted the topic for the purpose of research on "**Impact of Reward Management System on Organizational Performance: With Special Reference to Hotel Industry in Jaipur"**

Significance of this study:

1. To the Hotel Industry - The study will provide feedback of employees and give suggestion to the hotel industry and help him to make their policies according to desire of employees.

2. To the Service Industry - Proper reward system is motivate to give best job performance and best quality of services.

3. To the Researcher - The study help to researcher and academician to understand the procedure and method of reward system and its different dimensions.

Variables of the Study

Variables :- A Variable is defined as anything that has a quantity or quality that varies. Variables are the main factor on which study is conducted. Variables are anything can effect or change the result of study.

Independent Variables :- An Independent variable is a variable believed to affect the dependent variable.

Dependent Variables :- If one variable depends upon the other variable it is called as dependent variable.

The main variable of the study are as follows:

Dependent Variable : 1.Organizational Performance

1.1 Profitability

1.2 Productivity

1.3 Efficiency

1.4 Effectiveness

1.5 Job Performance

1.5.1 Quantity of work

1.5.2 Quality of work

1.6 Economy

1.6.1 Cost Element

1.6.2 Timeliness

Independent Variables : 1. Reward Management System

1.1 Extrinsic Reward

1.1.1 Formal Recognition

1.1.2 Fringe Benefits

1.1.3 Incentive Payment

1.1.4 Salary

1.1.5 Bonus

1.1.6 Promotion

1.2 Intrinsic Reward

1.2.1 Sense of Achievement

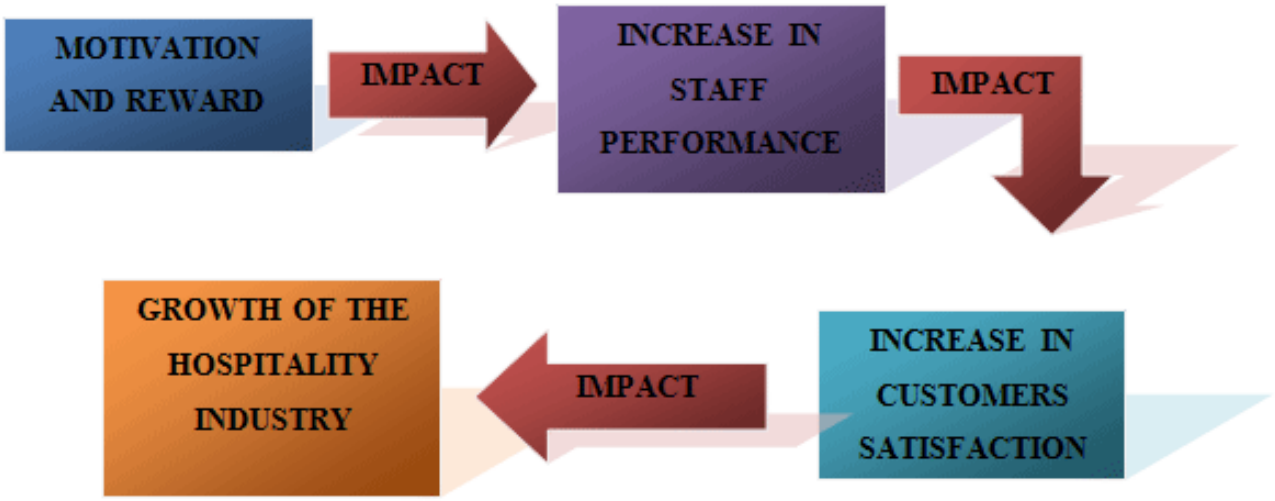
1.2.2 Feeling of Accomplishment

1.2.3 Informal Recognition

1.2.4 Job Satisfaction

1.2.5 Personal Growth

1.2.6 Status



Source- http://www.myassignmenthelp.com

TABLE OF CONTAINS:

INDEPENDENT VARIABLE		**DEPENDENT VARIABLE**
TOTAL REWARDS **Extrinsic Rewards + Intrinsic Rewards**	**Motivation**	**ORGANIZATION PERFORMANCE**
Salary	Motivation is a mediating variable	Productivity
Performance Bonus		Profitability
Recognition		Efficiency
Incentive Plans		Economy
Profit Sharing		Job Performance 1.Quality of work 2. Quantity of work 2. Timeliness
Fringe Benefits		
Appreciation		

Parameters of Reward :

1. Quality of work
2. Quantity of work
3. Timeliness
4. Cost Effectiveness
5. Need for Supervision
6. Interpersonal Impact
7. Punctuality of work
8. Interaction with Guest
9. Guest Feedback Form

Objective of the Study

Following are the main objectives:

- To study the relationship between reward management system and Organizational performance.
- Identify the present reward management system followed by the organisation.
- To determine employee's view about reward system used by Hotel's.
- To assess the effect of extrinsic and intrinsic rewards on organization performance in Jaipur city.
- To indentify the impact of reward management system in organizational productivity.
- To study the impact of rewards on organizational profitability.
- To suggest proper reward management system for the organisation.

Hypothesis

Following hypotheses will be used for research:

H_{01}: There is no significant relationship between Reward Management system and Organizational Performance.

H_{a1}: There is a significant relationship between Reward Management system and Organizational Performance.

Limitations

Followings will be the main limitations of the study:

1. The data will be based on the respondent's views.
2. The study will be based on specific hotels.
3. The study will be specified on a particular state.
4. The respondent's may be biased.

Research Methodology

It is science of studying how research to be carried out. Essentially the procedure by which researcher go about their work of describing, explaining and predicting phenomena are called research methodology. It is also define as the study of methods by which knowledge is gained**.**

Research Design

Research design is a frame work of research process. The study will be based on exploratory and descriptive research design.

Descriptive Research Design

The kind of research is used to describe characteristics of a group, object or individual. The study will be done with special reference to hotel industry in Rajasthan. Secondary date is collected for this research design.

Exploratory Research Design

This type of research is useful for the research study as the researcher has very little knowledge about the area and want to explore new ideas in research. This research design based on primary data.

Data Collection

Data collection is the process of gathering and measuring information on targeted variables in an established systematic fashion, which then enables one to answer relevant questions and evaluate outcomes. The data collection component of research is common to all fields of study including physical and social sciences, humanities and business. While methods vary by

discipline, the emphasis on ensuring accurate and honest collection remains the same. The goal for all data collection is to capture quality evidence that then translates to rich data analysis and allows the building of a convincing and credible answer to questions that have been posed.

Regardless of the field of study or preference for defining data (quantitative or qualitative), accurate data collection is essential to maintaining the integrity of research. Both the selection of appropriate data collection instruments (existing, modified, or newly developed) and clearly delineated instructions for their correct use reduce the likelihood of errors occurring.

Types of Data Collection:

Generally there are three types of data collection and they are:

1. Surveys: Standardized paper-and-pencil or phone questionnaires that ask predetermined questions.

2. Interviews: Structured or unstructured one-on-one directed conversations with key individuals or leaders in a community.

Consequences from improperly collected data include:

- Inability to answer research questions accurately;
- Inability to repeat and validate the study.

1. Collection of Data

For the present study both primary and secondary data shall be collected:

Types of Data

- Primary Data : Date will be collected with the help of questionnaires, discussion and observation.

- Personal Interview
- Questionnaire

- Secondary Data : Data which is collected from some previous research work, journals, newspapers, magazines, articles and research papers.

- Reports of Hotel Industry
- Annual Reports of the selected hotels of Rajasthan
- Websites of the selected hotels
- Journals
- Articles

2. **Classification and Tabulation:** The data will be classified through tables and diagrams.
3. **Analysis and Interpretation:** Tabulation is the part of the technical procedure where is the classified data is put in the form of tables. Analysis work after tabulation is generally based on the computation of various percentage, ratios and coefficient, etc by applying various well defined formulae.
4. **Statistical Tools for Testing:** Reliability and validity is the primary requisite of any measuring instrument. Reliability test is apply to know weather data is appropriate or not and validity test is applied for the check adequacy of samples.

   Graphical Analysis : Table , Pie Chart and Graphs

   Reliability and Validity Test : Cronbach's Alpha and KMO value will be considered

Sample Size

Population of the Study : The Lalit, The Oberoi Rajvilas, The Trident, The Rambagh Palace, Marriott Jaipur, ITC Rajputana Sheraton, The Jal Mahal Palace, Radission, The Royal Orchid, Fairmount, The Le Meridian, Holiday Inn, Hiltan Jaipur, Crowne Plaza Jaipur, Shiv Vilas, Country Inn, The Raj Mahal Palace, Raj Palace.

Universe : 5 Star Hotel's of Jaipur Hotel Industry

Population Size : 7000

The respondents will be collected from these selected hotels.

Sampling frame

HOTEL GROUP	**SAMPLE SIZE**
The Lalit, Jaipur	90
The Oberoi Rajvilas	70
Marriott, Jaipur	80
ITC, Rajputana Sheraton, Jaipur	70
The Jal Mahal Palace, Jaipur	90

Sample Type : Convenience Sampling Method

Sample Size : Sample Size determined by using Krejcie $ Morgan table (1970) the sample size is 400 approximately.

Chapterisation

Chapter: 1 Introduction

1.1) Reward Management : An Overview

1.2) Meaning of Reward Management

1.3) Features of Reward Management

1.4) Advantages of Reward Management

1.5) Disadvantages of Reward Management

1.6) Importance of Reward Management

1.7) Methods of Reward Management

Chapter: 2 History and Development of Hotel Industry in India

2.1) Hotel Industry in India

2.2) Role of Hotel Industry in Indian Economy

2.3) History of Selected Hotels

Chapter: 3 Research Methodology

3.1) Statement of Problem

3.2) Review of Literature

3.3) Research Gap

3.4) Justification & Relevance of Study

3.5) Objectives of Study

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Chapter: 4 Data Analysis & Interpretation

4.1) Graphical Analysis

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Chapter: 5 Conclusions

5.1) Findings

5.2) Suggestions

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